

EXHIBIT 10

EXHIBIT 22



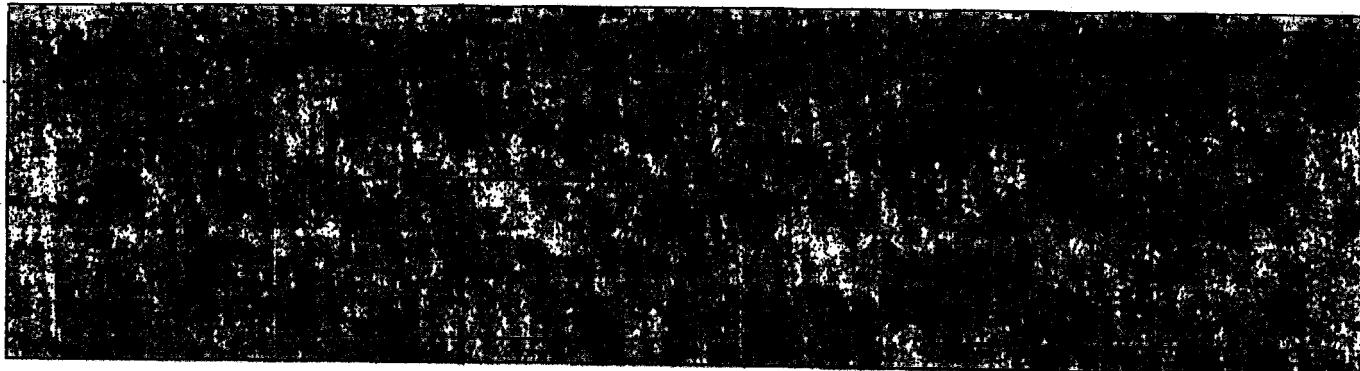
Education that Builds Careers

The Admissions



Performance Evaluation and Planning Form

for Assistant and Associate Directors of Admissions



Performance Evaluation and Goal Setting

Specific Goals Evaluation

Goals for Most Recent Past Period	Evaluation of Results

Career Development

Goals for Most Recent Past Period	Evaluation of Results

Goal Setting for Upcoming Period: January 1, 2005 to June 1, 2005

Development Recommendations: Development plans should be stated as specific action plans that will be taken by the employee over the next performance period to enhance job performance. A development plan should be written for any areas where performance for the previous period was less effective than it could have been, or where there are behavioral shortcomings. Indicate any special training that will be needed.

Improvement Areas:	Action Plans:
Increase PDRs from to min of 1 per week Improve average interviews conducted /week from 5.2 to 9 Improve average applications /week from 2 to 3 Improve on weekly call volume to 250 calls a week Improve on weekly talk time to 12 hrs a week	

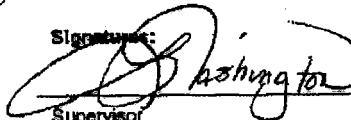
Career Interests and Goals: Summary of employee's career interests and specific plans to prepare for advancement, if appropriate. This should be representative of the employee's views only.

Comments: Add any comments by either the supervisor or employee regarding the performance review.

amongst her peers.

Total Quality Points	17
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Signature:



Supervisor

Date

2/8/05

Appraiser's Supervisor

Date

Employee

Date



2/8/05

Note: Employee's signature does not signify agreement, but only that the appraisal was reviewed with the employee.

LW001654

Quality Assessment

Refer to the Quality Factors Chart and indicate the rating for each Quality Factor (1-Unsatisfactory, 2-Needs Improvement, 3-Meets Expectations, 4-Highly Effective, 5-Outstanding Performance). Describe the employee's demonstrated strengths and areas for improvement for the evaluation period.

Quality Factor	Rating
Job Knowledge <p>Adheres to approved recruitment methods and practices. Knows the products. Understands fellow enrollment and education department functions and objectives. Uses the enrollment systems and technology correctly.</p> <p>Strengths: Lynn uses technology effectively and manages her inquiries effectively through the use of technology. Lynn also applies organizational policy and procedure correctly and in a timely manner. She has a good understanding of the role of the ADA and is knowledgeable of the programs, services and the enrollment systems of AIO.</p> <p>Areas for Improvement: Lynn has satisfactory job knowledge but could improve her level of proficiency by sharing her job knowledge with others which will should improve her shared experiences and bring her overall job knowledge to a higher level.</p>	3
Business Practices and Ethics <p>Demonstrates sound business ethics and business principles in serving prospective students and applicants, including reliability and achievement with Compliance/FAQ test.</p> <p>Strengths: Lynn conducts all activities in accordance with the highest ethical standards, and does her best to accurately and completely portray the school and its' educational programs, expected outcomes, student service and financial considerations to students, parents and educators. She adheres to all state, federal, accreditation and Institute rules and regulations regarding student recruitment. She recognizes situations or directives that are directly or indirectly in conflict with the organization's stated values, and takes the appropriate action; encourages discussion of ethical consideration before decisions are made.</p> <p>Areas for Improvement: Continue to act with the highest ethical standards and to place her students with the priority they deserve. For business practices I would like to see Lynn increase her weekly and daily activity. If she increases her overall activity her overall production will increase considerably.</p>	4
Professionalism <p>Assists prospective students and applicants in a cooperative manner. Willing to assist students assigned to others. Displays a positive attitude in the work environment.</p> <p>Strengths: Lynn usually maintains composure under stress and pressure of the position. She usually accepts responsibility and deals constructively with own mistakes, feedback and failure. She is tactful in dealing with criticism and opposing ideas, remaining objective and receptive to the views of others.</p> <p>Areas for Improvement: I would like to see Lynn ask for more feedback and help to improve on certain areas.</p>	3
Customer Service <p>Serves prospective students, applicants and fellow employees in a timely and accurate manner. Works to resolve issues and acts in a consultative sales role in achieving positive customer satisfaction and greater student persistence.</p> <p>Strengths: Lynn shows a great deal of concern for her students and acts quickly to resolve problems for them during the enrollment process.</p> <p>Areas for Improvement: Continue to fully understand all the departments that admissions interacts with and to become more proactive with and for her students.</p>	4
Initiative <p>Evaluates, selects and appropriately acts on various methods and strategies for effectively and appropriately solving problems and meeting objectives before being asked or required to do so. Self-starting rather than passively complying with instructions or assignments.</p> <p>Strengths: She demonstrates a good sense of urgency in managing his students. She actively works to resolve potential issues in bringing customer outcomes to their proper conclusion. She asks clarifying questions to identify customer's needs or expectations and talks easily with customers about their needs. She follows up with enrolments to ensure matriculation. In addition, she refers students to the appropriate department if he can not resolve the issue herself.</p> <p>Areas for Improvement: Should work towards taking Initiative in strengthening relationships of her own team and as we continue to grow would like to see Lynn as a mentor. Also she could be more influential in our team meetings and</p>	3

EDMC
Education Management Corporation

The Action Plan

Choose Your Own Career

Salary and Performance Worksheet: 6-Month Evaluation

ADA Name: Washington, Lynntoya HR Employee Name: Washington, Lynntoya Employee ID#: 47683 Location: AIO

Job Classification: ADA Adjusted Hire Date: 6/1/2004 ADA Hire Date: 6/1/2004 Evaluation: 12/1/2004

New Student Points

Type of New Student	Points	
	Zone A	Zone B or C
General	2	3
Senior	3	4
International	3	4
CPD (including AIO)	1	1
AIO General, Senior or International	3	3
Inherited General, Senior or International	1.5	1.5
Inherited CPD	0.5	0.5
Inter-School Referral	1	1

Quality Factor Points

Total Quality Factor Points

17

Job Knowledge	3
Business Practices and Ethics	4
Professionalism	3
Customer Service	4
Initiative	3

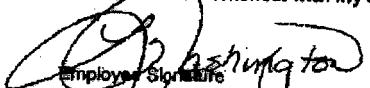
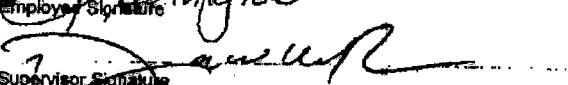
Your quality factor evaluation means you have earned a salary increase of 3%.

Salary Summary

Current Salary	\$ 35,000
Quality Points Salary Increase	\$ 1,050
Quality Points Calculated Salary	\$ 36,050

→ \$36,050 will be your new salary effective 12/1/2004 ←

I have discussed this worksheet with my supervisor.


Employee Signature

Supervisor Signature

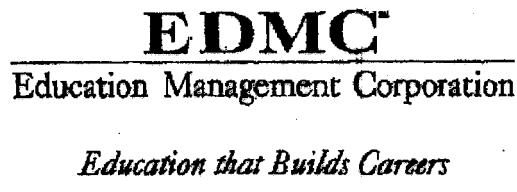
President/Human Resources Director Signature

Date 2/8/05
Date 2/8/05

Date
6-Month Eval Salary and Performance Worksheet

EDMC

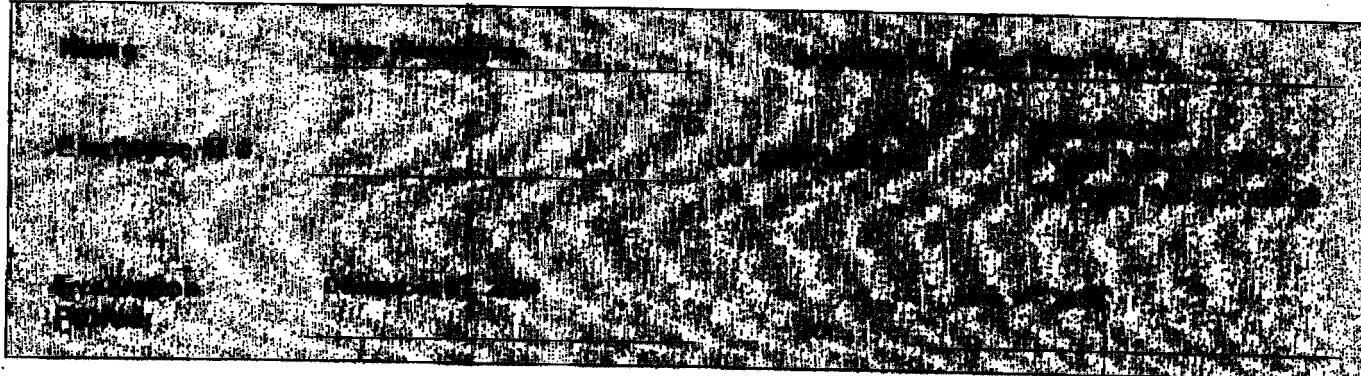
LW001656



The Admissions

Performance Evaluation and Planning Form

for Assistant and Associate Directors of Admissions



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Performance Evaluation and Goal Setting

Specific Goals Evaluation

Goals for Most Recent Past Period	Evaluation of Results
Increase PDRs from to min of 1 per week Improve average interviews conducted /week from 5.2 to 9 Improve average applications /week from 2 to 3	Total of 15 PDR's for the period of 12/1/04-5/1/05 Average number of interviews per week 5.4 Average number of applications per week 2.2

Career Development

Goals for Most Recent Past Period	Evaluation of Results
n/a	

Goal Setting for Upcoming Period: June 1st, 2005 to December 1st, 2005

Development Recommendations: Development plans should be stated as specific action plans that will be taken by the employee over the next performance period to enhance job performance. A development plan should be written for any areas where performance for the previous period was less effective than it could have been, or where there are behavioral shortcomings. Indicate any special training that will be needed.

Improvement Areas:	Action Plans:
Maintain an interview show rate of 84% or higher Continue to maintain Commit Rate at 28% or higher Continue to maintain net conversion to 4.6-5% Improve average appointments sets to 15 per week Improve average interviews conducted /week from 5.4 to 12-15 per week Improve average applications /week from 2.2 to 3 Increase PDR's to 2 per week	

Career Interests and Goals:
Summary of employee's career interests and specific plans to prepare for advancement, if appropriate. This should be representative of the employee's views only.

Comments: Add any comments by either the supervisor or employee regarding the performance review.

Quality Assessment

Refer to the Quality Factors Chart and indicate the rating for each Quality Factor (1-Unsatisfactory, 2-Needs Improvement, 3-Meets Expectations, 4-Highly Effective, 5-Outstanding Performance). Describe the employee's demonstrated strengths and areas for improvement for the evaluation period.

Quality Factor	Rating
Job Knowledge Adheres to approved recruitment methods and practices. Knows the products. Understands fellow enrollment and education department functions and objectives. Uses the enrollment systems and technology correctly. Strengths: Lynn uses technology effectively and manages her inquiries effectively through the use of technology. Lynn also applies organizational policy and procedure correctly and in a timely manner. She has a good understanding of the role of the ADA and is knowledgeable of the programs, services and the enrollment systems of AIC.	3
Areas for Improvement: Lynn has a good grasp of the ADA position along with good product and job knowledge. She could improve her level of proficiency by sharing her job knowledge with others which will should improve her shared experiences and bring her overall job knowledge to a higher level. <i>document assistance others</i>	3
Business Practices and Ethics Demonstrates sound business ethics and business principles in serving prospective students and applicants, including reliability and achievement with Compliance/FAQ test. Strengths: Lynn conducts all activities in accordance with the highest ethical standards, and does her best to accurately considerations to students, parents and educators. She adheres to all state, federal, accreditation and institute rules and regulations regarding student recruitment. She recognizes situations or directives that are directly or indirectly in conflict with the organization's stated values, and takes the appropriate action; encourages discussion of ethical consideration before decisions are made. Areas for Improvement: Continue to act with the highest ethical standards and to place her students with the priority they deserve. For business practices I would like to see Lynn increase her weekly and daily activity. If she increases her overall activity her overall production will increase considerably.	3
Professionalism Assists prospective students and applicants in a cooperative manner. Willing to assist students assigned to others. Displays a positive attitude in the work environment. Strengths: Lynn usually maintains composure under stress and pressure of the position. She usually accepts responsibility and deals constructively with own mistakes, feedback and failure. Areas for Improvement: As we continue to change, Lynn could be more vocal with her co-workers about the positive changes that are taking place. Lynn is a well respected member of our team and she could help our team deal with change in a more positive manner.	3
Customer Service Serves prospective students, applicants and fellow employees in a timely and accurate manner. Works to resolve issues and acts in a consultative sales role in achieving positive customer satisfaction and greater student persistence. Strengths: Lynn shows a great deal of concern for her students and acts quickly to resolve problems for them during the	3

enrollment process.

Areas for Improvement: Continue to fully understand all the departments that admissions interacts with and to become more proactive with and for her students.

Initiative

Evaluates, selects and appropriately acts on various methods and strategies for effectively and appropriately solving problems and meeting objectives before being asked or required to do so. Self-starting rather than passively complying with instructions or assignments.

Strength: She demonstrates a good sense of urgency in managing her students. She actively works to resolve potential issues in bringing customer outcomes to their proper conclusion. She asks clarifying questions to identify customer's needs or expectations and talks easily with customers about their needs. She follows up with enrollments to ensure matriculation. In addition, she refers students to the appropriate department if he can not resolve the issue herself.

Areas for Improvement: Lynn should work towards taking initiative in strengthening relationships of her own team. As we continue to grow, would like to see Lynn as a mentor and informal leader on our team. Lynn could be more influential in our team meetings and amongst her peers.

Total Quality Points

16

Signatures:

Supervisor	Date	Appraiser's Supervisor	Date
Employee	Date		

EDMC

Education Management Corporation

Education. Our Building. Culture.

EDMC 12-Month Review

Salary and Performance Worksheet: 12-MONTH REVIEWADA Name: Washington LynneovaEmployee ID#: 47683Location: AOJob Classification: ADAHire Date: 06/01/2004Evaluation: 06/01/2005**New Student Points:**Points: 102 Total New Students: 37

	New Students	Points
CPD	0 X	1 = 0
Zone A General	5 X	3 = 18
Zone A Senior	0 X	3 = 0
Zone A International	1 X	3 = 3
Zone B General	27 X	3 = 81
Zone B Senior	2 X	3 = 6
Zone B International	0 X	3 = 0

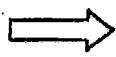
	New Students	Points
Zone C General	0 X	3 = 0
Zone C Senior	0 X	3 = 0
Zone C International	0 X	3 = 0
Inter-School Referrals (non-CPD)	1 X	1 = 1

Quality Factor Points:

Job Knowledge	<u>3</u>
Business Practices and Ethics	<u>3</u>
Professionalism	<u>3</u>
Customer Service	<u>4</u>
Initiative	<u>3</u>

Total Quality Factor Points 16Salary Summary: Current Salary \$ 36,060Quality Factor Points Salary VS.Quality Points Salary Increase (3% increase) \$ 1,082Quality Points Calculated Salary \$ 37,132

VS.

New Student/Quality Factor Point SalaryNew Students/Quality Points Salary \$ 32,000Years of Service Adjustment: 1 \$ 0Labor Market Adjustment: 0% \$ 0New Student/Quality Point Calculated Salary \$ 32,000
 **\$37,132 will be your new salary effective 06/01/2005** 

I have discussed this worksheet with my supervisor.

Employee Signature

Date

Supervisor Signature

Date

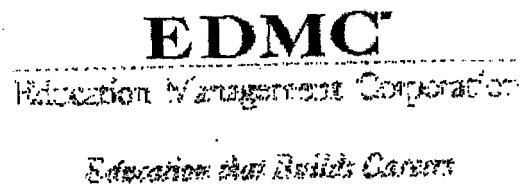
President-Human Resources Director Signature

Date

EDMC

12-month Salary and Performance Worksheet

LW001661



Performance Evaluation and Planning Form

for Assistant and Associate Directors of Admissions

Number:	Lynne M. Johnson		
Employee ID #:	47083	Supervisor Name:	Admissions Director
Evaluation Period:	April 30, 2007		
<input checked="" type="checkbox"/> I do not accept this form.			

Performance Evaluation and Goal Setting

(Goals should be both quantitative and qualitative.)

Specific Goals Evaluation

Goals for Most Recent Past Period	Evaluation of Results

Career Development

Goals for Most Recent Past Period	Evaluation of Results

Goal Setting for Upcoming Period: _____ to _____

Development Recommendations: Development plans should be stated as specific action plans that will be taken by the employee over the next performance period to enhance job performance. A development plan should be written for any areas where performance for the previous period was less effective than it could have been, or where there are behavioral shortcomings. Indicate any special training that will be needed.

Improvement Areas:	Action Plans:
Increase PDRs from .80 to min of 1 per week Improve average interviews conducted week from 6.4 to 12 Improve average applications /week from 1.8 to 3 Improve on weekly call volume to 250 calls a week Improve on weekly talk time to 12 hrs a week	

Career Interests and Goals: Summary of employee's career interests and specific plans to prepare for advancement, if appropriate. This should be representative of the employee's views only.

Comments: Add any comments by either the supervisor or employee regarding the performance review.

Quality Assessment

Refer to the Quality Factors Chart and indicate the rating for each Quality Factor (1-Unsatisfactory, 2-Needs Improvement, 3-Meets Expectations, 4-Highly Effective, 5-Outstanding Performance). Describe the employee's demonstrated strengths and areas for improvement for the evaluation period.

Quality Factor	Rating
Job Knowledge <p>Adheres to approved recruitment methods and practices. Knows the products. Understands fellow enrollment and education department functions and objectives. Uses the enrollment systems and technology correctly.</p> <p>Strengths:</p> <p>Lynn uses technology effectively and manages her inquiries effectively through the use of technology. Lynn also applies organizational policy and procedure correctly and in a timely manner. Has a good understanding of the role of the ADA and is knowledgeable of the programs, services and the enrollment systems of AIO.</p> <p>Areas for Improvement:</p> <p>Needs to manage leads more effectively in order to improve weekly results. Need to become better versed in follow up to improve start rate.</p>	4
Business Practices and Ethics <p>Demonstrates sound business ethics and business principles in serving prospective students and applicants, including achievement on the Compliance/FAQ test.</p> <p>Strengths:</p> <p>Lynn always accurately and completely portrays the school's educational programs, expected outcomes, student services and financial considerations to students, parents and educators. She always adheres to all state, federal, accreditation and Institute rules and regulations regarding student recruitment. She also encourages others to comply.</p> <p>Areas for Improvement:</p> <p>None at this time.</p>	5
Professionalism <p>Assists prospective students and applicants in a cooperative manner. Willing to assist students assigned to others. Displays a positive attitude in the work environment.</p> <p>Strengths:</p> <p>Lynn usually maintains composure under stress and pressure of the job. She accepts responsibility and deals constructively with own mistakes, feedback and failure. She usually responds tactfully to criticism and opposing ideas, remaining objective and receptive to the views of others. Lynn seeks full understanding of new procedures or methods resulting from changes.</p> <p>Areas for Improvement:</p> <p>Needs to improve on hitting minimum performance standards on a weekly and monthly basis</p>	4
Customer Service <p>Serves prospective students, applicants and fellow employees in a timely and accurate manner. Works to resolve issues and acts in a consultative sales role in achieving positive customer satisfaction.</p> <p>Strengths:</p> <p>Lynn has a good sense of urgency in managing customers. She actively works to resolve potential issues in bringing customers to their proper conclusion. She looks for creative approaches to providing or improving services to her students. She also works to remove potential barriers that get in the way of giving students top-notch service.</p> <p>Areas for Improvement:</p> <p>Lynn can work to improve his relationships with other admission departments. By working more closely with the AC and SFS team she can help improve the overall student experience.</p>	5
Initiative <p>Evaluates, selects and appropriately acts on various methods and strategies for effectively and appropriately solving problems and</p>	

meeting objectives before being asked or required to do so. Self-starting rather than passively complying with instructions or assignments.

Strengths:

She actively works to resolve potential issues in bringing customer outcomes to their proper conclusion. Asks clarifying questions to identify customer's needs or expectations and talks easily with customers about their needs. Follows up with enrollees to ensure matriculation. In addition, she refers students to the appropriate department if she can not resolve the issue her self.

Areas for Improvement:

An area that Lynn could improve upon is to challenge other ADA's to follow her example and develop new potential leaders out of our team. I would also like Lynn to play a more active role in the development of other members on the DOA team not only the ADA's that she is leading.

Total Quality Points

22

Signatures:

Supervisor	Date	Appraiser's Supervisor	Date
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Employee	Date
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Note: Employee's signature does not signify agreement, but only that the appraisal was reviewed with the employee.

EDMC

Education Management Corporation

Education that Builds Careers

1/1/2006 Salary Review

Salary and Performance Worksheet: JANUARY 1, 2006 EVALUATION

ADA Name: Washington, Lynntoya

Employee ID#: 47683

Location: AIO

Job Classification: ADA

Hire Date: 06/01/2004

Evaluation: 1/1/2006

New Student Summary:

Points: 157	Total New Students: 57
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Total New Students by Monthly Session:

Nov 04	Jan 05	Feb 05	Apr 05	May 05	Jul 05	Aug 05	Oct 05
0	15 (P)	11	8 (S)	7 (I)	5 (S)	7 (I)	12 (P)

Total for All Starts:

	New Studs	Pts
CPD	0 X	1 = 0
Zone A General	8 X	3 = 24
Zone A Senior	0 X	3 = 0
Zone A International	2 X	3 = 6
Zone B General	44 X	3 = 132
Zone B Senior	1 X	3 = 3
Zone B International	0 X	3 = 0

	New Studs	Pts
Zone C General	0 X	3 = 0
Zone C Senior	0 X	3 = 0
Zone C International	0 X	3 = 0
Inter-School Referrals (non-CPD)	32 X	1 = 2

Redacted

Quality Factor Points:

Job Knowledge	4
Business Practices and Ethics	5
Professionalism	4
Customer Service	5
Initiative	4
Total	22

New Student/Quality Factor Point Salary

New Students/Quality Points Salary:	\$ 41,000
Years of Service Adjustment:	1 \$ 0
Labor Market Adjustment:	0% \$ 0
New Student/Quality Point Calculated Salary	\$ 41,000

Salary Protection Data:

Ranking Index:	3,674
Protection Level:	90%

Current Salary (As of 7/1/2006):	\$ 37,132
Protected Salary Calculation (If applicable):	\$
Your New Salary Effective January 1, 2006 \$ 41,000	

I have discussed this worksheet with my supervisor.

Employee Signature

Date

Supervisor Signature

Date

President/Human Resources Director Signature

Date

EDMC

1/1/2006 Salary Review

LW001666

Corrected
1/5/08

EDMC
Education Management Corporation
Education and Safety Centers

Salary and Performance Worksheet: JANUARY 1, 2006 EVALUATION

ADA Name: Washington, Lynneva

Employee ID#: 5E-04

Location: AIC

Job Classification: ADA

Hire Date: 5/1/2004

Evaluation: 1/1/2006

New Student Summary:

Points: 168	Total New Students:	Total New Students by Month/Year									
		Nov 05	Jan 06	Feb 06	Apr 06	May 06	Jul 06	Aug 06	Sep 06	Oct 06	
		0	15	1	8	7	5	7	1	12	

Total for All Starts:

	New Starts	Per
CPD	0 X 1 = 0	
Zone A General	8 X 3 = 24	
Zone A Senior	0 X 3 = 0	
Zone A International	2 X 3 = 0	
Zone B General	44 X 3 = 132	
Zone B Senior	1 X 3 = 3	
Zone B International	0 X 3 = 0	

	New Starts	Per
Zone C General	0 X 3 = 0	
Zone C Senior	0 X 3 = 0	
Zone C International	0 X 3 = 0	
Inter-School Retirees (not CPD)	3 X 1 = 3	

Quality Factor Points:

Job Knowledge	4
Business Practices and Ethics	5
Professionalism	4
Customer Service	5
Initiative	4
Total	22

New Student/Quality Factor Point Salary

New Student/Quality Points Salary:	\$ 41,080
Years of Service Adjustment:	1 \$ 0
Labor Market Adjustment:	0% \$ 0
New Student/Quality Point Calculated Salary	\$ 41,080

Salary Protection Data:

Ranking Index: 3,886

Protection Level: 90%

Current Salary: (As of 7/1/2005): \$ 37,132

Protected Salary Calculation (if applicable): \$

Your New Salary Effective January 1, 2006 \$44,000

I have discussed this worksheet with my supervisor.

Employee Signature

Date

Supervisor Signature

Date

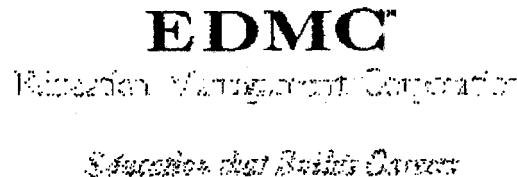
President/Human Resources Director Signature

Date

EDMC

1/1/2006 Salary Review

LW001667



Performance Evaluation and Planning Form

for Assistant and Associate Directors of Admissions

Name:	Lynntoya Washington	Location:	AIO
Employee ID #:	47683	Job Classification:	<input type="radio"/> Assistant DoA <input type="radio"/> Project Associate DoA <input type="radio"/> Managing Associate DoA
Evaluation Period:	January 1, 2006	to	June 30, 2006

Performance Evaluation and Goal Setting

(Goals should be both quantitative and qualitative.)

Specific Goals Evaluation

Goals for Most Recent Past Period	Evaluation of Results
Increase PDRs from .80 to min of 1 per week Improve average interviews conducted week from 6.4 to 12 Improve average applications /week from 1.8 to 3	PDR's fell to .38 per week Average Interviews fell to 5.6 per week Weekly applications improved to 2.3 per week

Career Development

Goals for Most Recent Past Period	Evaluation of Results

Goal Setting for Upcoming Period: _____ to _____

Development Recommendations: Development plans should be stated as specific action plans that will be taken by the employee over the next performance period to enhance job performance. A development plan should be written for any areas where performance for the previous period was less effective than it could have been, or where there are behavioral shortcomings. Indicate any special training that will be needed.

Improvement Areas:	Action Plans:
Improve PDR'S to 1 per week Improve average interviews to a minimum of 10 per week Improve average applications to a minimum of 3 per week Phone calls to average 300 per week	

Career Interests and Goals: Summary of employee's career interests and specific plans to prepare for advancement, if appropriate. This should be representative of the employee's views only.

Comments: Add any comments by either the supervisor or employee regarding the performance review.
Our leads have diminished in numbers & quality, as well as the fact that we have less opportunity and into programming recruitment. Therefore, the recruitment strategy has strongly influenced my ability (lack) to interview students & potential to convert the interviews into applications. Essentially, if the leads provided do not improve, I can expect my future evaluations and salary potential to be negatively affected. ~Suzan Washington

Quality Assessment

Refer to the Quality Factors Chart and indicate the rating for each Quality Factor (1-Unsatisfactory, 2-Needs Improvement, 3-Meets Expectations, 4-Highly Effective, 5-Outstanding Performance). Describe the employee's demonstrated strengths and areas for improvement for the evaluation period.

Quality Factor	Rating
Job Knowledge Adheres to approved recruitment methods and practices. Knows the products. Understands fellow enrollment and education department functions and objectives. Uses the enrollment systems and technology correctly.	5
Strengths: Lynn uses technology effectively and manages her inquiries effectively through the use of technology. Lynn also applies organizational policy and procedure correctly and in a timely manner. Has a good understanding of the role of the ADA and is knowledgeable of the programs, services and the enrollment systems of AJO.	
Areas for Improvement: None at this time.	
Business Practices and Ethics Demonstrates sound business ethics and business principles in serving prospective students and applicants, including achievement on the Compliance/FAQ test.	5
Strengths: Lynn always accurately and completely portrays the school's educational programs, expected outcomes, student services and financial considerations to students, parents and educators. She Always adheres to all state, federal, accreditation and Institute rules and regulations regarding student recruitment. She also encourages others to comply.	
Areas for Improvement: None at this time.	
Professionalism Assists prospective students and applicants in a cooperative manner. Willing to assist students assigned to others. Displays a positive attitude in the work environment.	5
Strengths: Lynn usually maintains composure under stress and pressure of the job. She accepts responsibility and deals constructively with own mistakes, feedback and failure. She usually responds tactfully to criticism and opposing ideas, remaining objective and receptive to the views of others. Lynn seeks full understanding of new procedures or methods resulting from changes.	
Areas for Improvement: None at this time.	
Customer Service Serves prospective students, applicants and fellow employees in a timely and accurate manner. Works to resolve issues and acts in a consultative sales role in achieving positive customer satisfaction.	5
Strengths: Lynn has a good sense of urgency in managing customers. She actively works to resolve potential issues in bringing customers to their proper conclusion. She looks for creative approaches to providing or improving services to her students. She also works to remove potential barriers that get in the way of giving students top-notch service.	
Areas for Improvement: None at this time.	
Initiative Evaluates, selects and appropriately acts on various methods and strategies for effectively and appropriately solving problems and meeting objectives before being asked or required to do so. Self-starting rather than passively complying with instructions or assignments.	

<p>Strengths: She actively works to resolve potential issues in bringing customer outcomes to their proper conclusion. Asks clarifying questions to identify customer's needs or expectations and talks easily with customers about their needs. Follows up with enrollments to ensure matriculation. In addition, she refers students to the appropriate department if she can not resolve the issue herself.</p>	3
<p>Areas for Improvement: Lynn needs to improve on her weekly as well as start numbers. She needs to hit the minimum performance standards that are set throughout AIO. This would include calls, PDR's, interviews and applications. Lynn needs to ensure that she is 100%+ of her new student plan. In addition, goals for past period were not met in the area of average PDR's per week along with average interviews per week.</p>	
Total Quality Points	23

Signatures:

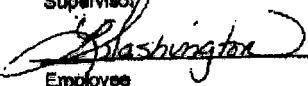


 Supervisor

7/12/06

Appraiser's Supervisor

Date



 Employee

7/12/06

Note: Employee's signature does not signify agreement, but only that the appraisal was reviewed with the employee.

EDMC

Education Management Corporation

Education and Health Careers

The A Institutes

Salary and Performance Worksheet: JULY 1, 2008 EVALUATION

ADA Name: Washington, LynntoyaEmployee ID#: 47683Location: AIQJob Classification: ADAHire Date: 6/1/2004Evaluation: 7/1/2008

New Student Summary:

Points: 188Total New Students: 64

Total New Students by Monthly Session:

	May 08	Jul 08	Aug 08	Oct 08	Nov 08	Jan 09	Feb 09	Apr 09
	7	5	7	12	3	11	5	12

Total for All Starts:

New Starts

Pts

CPD	0	X	1 =	0
Zone A General	6	X	3 =	18
Zone A Senior	0	X	3 =	0
Zone A International	1	X	3 =	3
Zone B General	53	X	3 =	159
Zone B Senior	2	X	3 =	6
Zone B International	0	X	3 =	0

Quality Factor Points:

Job Knowledge	5
Business Practices and Ethics	5
Professionalism	5
Customer Service	5
Initiative	3
Total	23

Salary Protection Data:

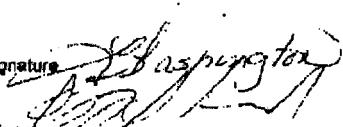
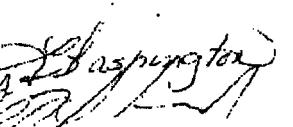
Ranking Index: 4,324Protection Level: 95 %

New Student/Quality Factor Point Salary

New Student/Quality Points Salary:	\$ 48,000
Years of Service Adjustment:	1
Labor Market Adjustment:	0%
New Student/Quality Point Calculated Salary	\$ 48,000

Current Salary (As of 1/1/2008):	\$ 41,000
Protected Salary Calculation (If applicable):	\$
Your New Salary Effective July 1, 2008	\$ 48,000

I have discussed this worksheet with my supervisor.

Employee Signature: Date: 7/12/08Supervisor Signature: Date: 7/12/08

President/Human Resources Director Signature

Date

7/1/2008 Salary Review

EDMC

LW001672